



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for Filing Period 7/1/2008 to 9/30/2008**  
**Tracking Number 2411**

**Performance Data - Code Part 730**

|   | July     | August   | September | Quarterly Average |
|---|----------|----------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)    | 1.43     | 1.51     | 1.47      | 1.47              |
| B. Operator Answer Time - Information Section 730.510(a)(1)               | 4.61     | 5.15     | 3.75      | 4.50              |
| C. Repair Office Answer Time Section 730.510(b)(1)                        | 31.25    | 31.79    | 107.49 *  | 56.84             |
| D. Business or Customer Service Answer Time Section 730.510(b)(1)         | 78.65 *  | 108.51 * | 113.50 *  | 100.22 *          |
| E. Percent of Service Installations Section 730.540(a)                    | 97.17 %  | 96.76 %  | 95.14 %   | 96.40 %           |
| F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 | 93.65% * | 93.78% * | 95.30 %   | 94.25% *          |
| (a)   |          |          |           |                   |
| G. Trouble Reports per 100 Access Lines Section 730.545(a)                | 1.78     | 1.88     | 2.24      | 1.97              |
| H. Percent Repeat Trouble Reports Section 730.545(c)                      | 7.47 %   | 7.19 %   | 6.13 %    | 6.88 %            |
| I. Percent of Installation Trouble Reports Section 730.545(f)             | 14.04 %  | 14.95 %  | 13.50 %   | 14.20 %           |
| J. Missed Repair Appointments Section 730.545(h)                          | 1186     | 1225     | 1558      | 1323              |
| K. Missed Installation Appointments Section 730.540(d)                    | 570      | 489      | 406       | 488               |

**Credit due in accordance with Section 732.30(a)**

| Out of Service More Than 24 Hours  | July       | August      | September   | Totals      |
|--|------------|-------------|-------------|-------------|
| A. Total dollar amount of all customer credits paid  | \$5,566.78 | \$13,557.71 | \$11,314.61 | \$30,439.10 |
| B. Number of credits issued for repairs - 24-48 hours                                      | 1290       | 1918        | 1230        | 4438        |
| C. Number of credits issued for repairs - 48-72 hours                                      | 167        | 462         | 206         | 835         |
| D. Number of credits issued for repairs - 72-96 hours                                      | 41         | 181         | 117         | 339         |
| E. Number of credits issued for repairs - 96-120 hours                                     | 27         | 53          | 123         | 203         |
| F. Number of credits issued for repairs > 120 hours  | 34         | 39          | 69          | 142         |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 16767      | 22779       | 36306       | 75852       |
| H. Number of customers receiving alternate phone service rather than receiving a credit    | 0          | 0           | 0           | 0           |

**Credit due in accordance with Section 732.30(b)**

| Failure to Install Basic Local Exchange Service  | July        | August      | September   | Totals       |
|--|-------------|-------------|-------------|--------------|
| A. Total dollar amount of all customer credits paid  | \$61,021.15 | \$40,623.61 | \$23,764.02 | \$125,409.00 |
| B. Number of installations after 5 business days   | 487         | 428         | 353         | 1268         |
| C. Number of installations after 10 business days  | 10          | 11          | 6           | 27           |
| D. Number of installations after 11 business days  | 80          | 37          | 29          | 146          |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 2591        | 3116        | 3097        | 8804         |
| F. Number of customers receiving alternate phone service rather than receiving a credit    | 0           | 0           | 0           | 0            |

**Credit due in accordance with Section 732.30(c)**

| Missed Appointments  | July        | August      | September   | Totals       |
|--|-------------|-------------|-------------|--------------|
| A. Total dollar amount of all customer credits paid  | \$87,800.00 | \$85,700.00 | \$98,200.00 | \$271,700.00 |
| B. Number of customers receiving credits   | 1751        | 1708        | 1962        | 5421         |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0           | 0           | 0           | 0            |

**Additional Information**

Click this link for Additional Information